

## YOUR RIGHTS AS A CONSUMER

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Regulations:

- You have the right to service provided you are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariff operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. Call toll free 1-800-772-4636.

# PSC

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## *A Guide to Telecommunication Service Programs for Low-Income Consumers*



Kentucky Public Service Commission

## **What Programs Are Available to Assist Low-Income Consumers?**

The Lifeline program assists low-income consumers with their telecommunications (voice or broadband) needs.

## **What Is the Lifeline Program?**

The Lifeline program is designed to preserve and promote telephone or broadband services to qualified low-income households. The program provides a monthly discount on local service, which can be either LANDLINE, WIRELESS, MOBILE BROADBAND OR FIXED BROADBAND service. The combined federal and state discount in Kentucky is up to \$12.75 per month.

## **How does Lifeline work?**

Most providers offer a discount on the monthly bill. Companies also must meet minimum service standards for mobile voice or data service or for fixed broadband service.

## **Do all phone companies participate?**

Not all companies participate in the Lifeline program. Contact your provider to find out if they participate in Lifeline.

## **How many services can I get ?**

Federal rules limit each household to one Lifeline discount. You may have either a phone line or broadband service, but not both.

## **Who Is Eligible?**

You are eligible to enroll in the Lifeline program if you participate in one of the following:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
  - Federal Public Housing
  - Supplemental Security Income
- Veterans Pension and Survivor Benefits Programs

*OR have income at or below 135% of the federal poverty guidelines*

AND

You have paid or made payment arrangements for any outstanding balance for telephone services provided to you or any member of your household at your current address.

## **What Benefits Does**

### **Enrollment in Lifeline Provide?**

Enrollment in Lifeline provides the following benefits :

- Waiver of universal service fee.
- Reduction in monthly subscriber charge.
- A Wi-Fi enabled device for mobile service
- 500 minutes of voice service or 500 MB of wireless broadband data or 1.5 GB of fixed broadband data per month
- Waiver of deposit for local service, if toll restricted.
  - Free toll blocking service.

## **How Do I Enroll?**

Contact your local telephone company for enrollment details. You must be able to provide proof of participation in a qualifying program or show that you meet the income guidelines. You will need to re-certify eligibility every year.

## **How is the Lifeline Program Funded?**

The Kentucky Public Service Commission approved a small charge to be placed on all telephone customers' bills to help eligible low-income consumers maintain basic phone service. The federal subsidy is funded through a similar charge.

## **Who Can I Contact With Questions?**

Contact the business office of your local telephone company with any questions you may have about either program. If your local telephone company does not answer your questions, then contact the Kentucky Public Service Commission. You can call the Commission toll-free at 1-800-772-4636.